



Job Description

Client Service Manager (Project Manager) *Medical & Scientific Communications*

*The AOIC, LLC (AOIC) **Client Service Manager (CSM)** is responsible for the tactical execution, time management, and budget maintenance of client projects. Client and team communication, and adherence to AOIC quality standards and client expectations are key components of this position.*

Responsibilities

- Within 30 days, the successful CSM will know how to onboard client projects using WorkZone project management software
- Within 60 days, the CSM will be able to develop project plans and timelines for client publication projects like abstracts, posters, oral presentations, and manuscripts
- Within 90 days, the successful CSM will be the primary contact for projects of 2-3 assigned scientific communication clients
- Working with the scientific and operations team, coordinate and manage project communications with external faculty, authors, and client representatives
- Update the project team, leadership, and client on a regular basis on the status of projects.
- Assist team in addressing and responding to client requests, as well as anticipating and fulfilling client needs

Project Management

- Establish and reinforce internal and external client expectations
- Lead project planning, initiation, and execution by overseeing the budget, the timeline, scheduling, staff allocation, and resources based on project objectives defined by the client team and the Chief Operating Officer (COO)
- Run client status calls and maintain and distribute status notes from the calls
- CSM to utilize publication tracking software (such as PubsHub and iEnvision) to track their client projects, routing, version control, and author communications
- Travel if necessary to meet with clients and manage all offsite aspects of projects/programs
- Manage project trafficking and deliverables through the necessary channels within the company
- Work with the client team and COO to determine and/or refine project specifications by recognizing and evaluating requests for out-of-specification work; develop timely internal notifications; and assist with the preparation of budget addendum for the client

Quality Control

- Assure that all quality control measures (including copyediting, medical, graphic, and technology reviews) are completed in a timely manner



Job Description (cont)

Client Service Manager (Project Manager)

Medical & Scientific Communications

General Duties

- Run project kickoffs and update meetings
- Assist Client Engagement Managers, Finance, and Account Management with budget and proposal development as needed
- Propose, create, and implement ways to work smarter and offer and accept alternatives through innovative solutions and learning from successes and failures
- Perform responsibilities in professional manner, meeting company mission and goals

Qualifications

Desired Experience and Skills

- Demonstrated ability and experience to manage biopharma client projects in medical & scientific communications from project inception through completion
- Strong work ethic and demonstrated ability in project planning, organizing, tracking, budget management, and project management
- Strong people skills are important
- Experience with Microsoft Word, Excel, PowerPoint and Access as well as Adobe products
- Experience with project management systems like WorkZone or Microsoft Project is required
- Experience with publication tracking software like PubsHub and IEnvision is a plus.

Education

- Bachelor's degree in related discipline
- Project Management Certificate accreditation is a plus
- Certified Medical Publication Professional (CMPP) accreditation is a plus

Reporting Structure

This position reports to COO

Interested candidates should send an email to careers@aoic.net

AOIC, LLC (AOIC) is a medical and scientific communications company providing content-driven initiatives for life science and nonprofit organizations. For more than 25 years, AOIC has strategically worked with clients around the globe to create and deliver effective communications to the appropriate audience at the right time. AOIC collaborates with researchers, healthcare professionals, and biopharmaceutical companies in the publication and communication of preclinical, clinical, and health outcomes data.